



General Services Administration
Northwest/Arctic Region
Jackson Federal Building
915 Second Avenue, Room 106.
Seattle, WA 98174

April 23, 2001

MEMORANDUM FOR RECORD

From: MICHAEL S. WESTVOLD
PROPERTY MANAGER (10PM1A)

SUBJECT: Quarterly Tenant Meeting Minutes

The quarterly tenant meeting for the third quarter of FY01 was held on April 18, 2001, in the Evergreen room (3086) of the Jackson Federal Building. Those in attendance are listed on the attached sign-in sheet.

The following items were addressed:

1. **CUSTODIAL & GROUNDS.** NWCI representatives were not in attendance due to prior commitments. Tenants expressed concerns about the cleaning crew not cleaning as well as they should. There were specific concerns shared about trash pick up and replacing the can liners, replenishing soap dispenser, cigarettes butts on the plazas, and carpet stains that remain until a service call is placed. GSA Property Manager, Michael Westvold, passed on a request from NWCI asking that tenants empty their desk side recycling containers at the end of the day rather than the beginning of the day. Tenant representatives were reminded to call the Service Hotline on 220-5050.
2. **CONCESSIONS.** Ron Shissler of Southern Foods attended and requested comments. Tenant representatives suggested that new items should be advertised. Ron talked about tracking foods that sell well and changing menus accordingly. Ron also shared with the meeting that the cafeteria had shown a profit over the last two months and the rate of theft had decreased tremendously. Tenant representatives requested a price guide so customers would know what individual items cost. Ron will provide the pricing guide to anyone who sends him a request.
3. **TELECOMMUNICATIONS.** There was no GSA Federal Technology Service representative in attendance. There were no tenant comments or concerns regarding telecommunications.

4. **SECURITY & SAFETY.** There was no GSA Federal Protective Service representative in attendance. There were tenant agency concerns expressed about the lack of communication from FPS. Tenant representatives were concerned due to the anniversary of the Oklahoma Bombing and requested information on any special security procedures. Michael Westvold assured the tenants that FPS was prepared but for security reasons couldn't share those procedures.
5. **SERVICE CALLS AND MAINTENANCE.** Everyone was reminded to use the Service Hotline number on 220-5050.
6. **PROJECTS & SPACE MANAGEMENT:** Michael Westvold reported the GSA Customer Service center had move from the 18th to the 3rd floor. GSA Chief Building Engineer, Rob Manos, attended to discuss the new computerized lighting control system. The project is 60% complete and scheduled for completion by the end of May. The system replaces the hallway key system for incidental lighting control and allows the tenant to access the lighting control system by telephone with an agency assigned code.
7. **OPEN DISCUSSION:** Miscellaneous items discussed included: a) the Spring Cleanup event - April 30th through May 4th; b) the Customer Satisfaction Survey results were received and a Special Edition of the JFB newsletter (*Downtown Views*) provides feedback; c) Reminder - all cabling has to go in the floor in trenches, NOT in the ceilings; d) if someone is parked in your agency's 1st floor parking space call the GSA/FPS control center; e) copies of agency key card Lists were provided for review; f) chiller for drinking water was shut down to conserve energy and is the reason for warmer water in drinking fountains.

There was no other business. The next meeting is scheduled for 10:00 a.m., July 18, 2001 in the Evergreen Room (3086). A notification memo will be emailed approximately two weeks prior and an agenda emailed one day prior to the meeting.

Attachment (1)